2006
ANNUAL REPORT

Office of the Police Complaint Commissioner

British Columbia, Canada

OFFICE OF THE
POLICE COMPLAINT
COMMISSIONER
British Columbia
Canada

Speaker of the Legislative Assembly
Suite 207
Parliament Buildings
Victoria, BC V8V 1X4

Dear Mr. Speaker:

It is my honour to present to you and to the members of the Legislative Assembly the 2006 Annual Report for the Office of the Police Complaint Commissioner.

This report has been prepared in accordance with section 51.1(1) of the *Police Act*, RSBC 1996, c.367.

Yours truly,

Dirk Ryneveld, Q.C.,
Police Complaint Commissioner

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Table of Contents ...

Commissioner's Message 3

Role & Mandate of the Police Complaint Commissioner 10

The Organization 12

The *Code of Professional Conduct* 13

The Complaint Process:

- *Who Can Make a Complaint* 14
- *How Do I Make a Complaint* 14
- *What Happens to My Complaint* 15
- *Public Trust Complaints* 16
- *Service or Policy Complaints* 17
- *Internal Discipline Complaints* 17
- *Public Hearings* 18

Complaint Summaries 19

2006 Statistics:

- Introduction 32
- Complaint Files Opened/Closed in 2006 33
- Files Opened in 2006 by Characterization 34
- Disposition of Files Concluded in 2006 37
- Method Files Received in 2006 38

Budget 39

Municipal Police Agencies 40

The Commissioner's Message:

Progress and Proposed Reform

A retrospective view of the year since my 2005 Annual Report was issued in June of last year, leads me to conclude that we have made substantial progress in a number of areas.

First and foremost in the areas of substantial progress is the Report on the Review of the Police Complaint Process in BC released by Josiah Wood, Q.C. earlier this year. In my view, if the comprehensive and inter-connected changes recommended in that Report are fully enacted as legislation, the police complaint process in British Columbia will have improved tremendously. I have been a strong advocate for change in the process over the years of my term in office and made specific recommendations in my White Paper and Draft Police Complaint Act, appended to my 2004 Annual Report. It is indeed gratifying to see that an independent review of the process came to conclusions and recommendations that are substantially similar to the recommendations in our White Paper. It is my hope that government will formally endorse the full package of recommendations made by Mr. Wood, and move to amend the Police Act as soon as possible.

Interaction with the Police

In his final Report, Mr. Wood, after conducting an audit of the municipal police forces in this province and interviewing numerous police officers, raised grave concerns about the fact that some police officers today still exhibit what he called "a mindset that resists both the thorough investigation of complaints and the existence of civilian oversight". It was striking to note that Mr. Wood went on to state that "the lack of complete acceptance by police of the concept of full civilian oversight" was "the factor which caused me the greatest concern as this review unfolded"[1]. [emphasis added] Mr. Wood's comments were based on files he reviewed between 2003 and 2005, and interviews conducted in 2006. Those frankly troubling observations emphasize that the fundamentally important safeguard of civilian oversight requires ongoing vigilance; they underline the critical need for legislative reform of the *Police Act*.

The experience of my office has primarily been in dealing with and reviewing the work of the professional standards sections of police

[1] Report on the Review of the Police Complaint Process in British Columbia by Josiah Wood, Q.C. February 2007 at paragraph 29.

departments, consisting of those officers responsible for investigating complaints against rank and file members. Since the publication of last year's Annual Report, and in the wake of Mr. Wood's Report, there have been signs that police senior management and professional standards officers might be more accepting of the legitimacy and role of civilian oversight, and of the need to ensure that investigations are both thorough and professional. I am hopeful that, if Mr. Wood's recommended amendments to Part 9 of the *Police Act* are implemented, this trend will continue throughout the rank and file.

Progress has been made in the interactions between Discipline Authorities and my office on two fronts. One relates to those occasions where we deemed that an external investigation was necessary. In those instances, most police departments cooperated and devoted the necessary resources to conduct the external investigation.

The other relates to my interactions with Discipline Authorities in those cases where I have had concerns that an investigation or subsequent discipline determination was based on serious misapprehension or misinterpretation of the applicable law. The present legislation provides only for the Police Complaint Commissioner to either order a new investigation or call a Public Hearing where there is a disagreement with a Discipline Authority's decision. However, I am pleased to note that police agencies have accepted my adoption of an interim step whereby I can refer a matter back to them for reconsideration in cases where, under administrative law principles, this is legally justified and appropriate. After any reconsideration the Discipline Authority chooses to undertake, I retain the option of ordering a Public Hearing. The consequence of the initiation of this interim informal process is that substantiation of complaints against the police has increased significantly. In fact, the number of files that were found to be substantiated in 2006 by all municipal departments has more than doubled. I found it necessary to call only one Public Hearing in 2006. That Public Hearing was subsequently terminated prior to proceeding to the hearing stage when the officer in question resigned from the force in the circumstances where I concluded that it would not be in the public interest to continue that public hearing.

... substantiation of complaints against the police has increased substantially.

Interaction with complainants and outreach to the public

Despite the fact that the work of our office has very frequently been the subject of media reporting both in newspapers and on

television, a survey of the general public conducted as part of Mr. Wood's review process indicates that many people are still not aware of either the existence or the role of our office. We are grateful to the Special Committee on Finance for providing additional funding to our office to increase our efforts at outreach to the public and thereby increase public awareness. Besides having published brochures in eleven languages concerning our office to increase accessibility to the police complaint process to the various cultural groups in our Province, we have noted the need to increase public awareness by other means as well.

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Members of my staff and I have attended numerous forums and events at which we have explained the role of the office and explained the process by which complaints can be handled. Not only have we met with various community groups, but we have also provided presentations and information sessions to various local Bar Associations, university classes, legislative interns, and classes at the Justice Institute. We have developed a program of instruction for police recruits and professional standards investigators alike. My staff has presented to organizations such as the Mosaic Field Workers comprised of representatives from individual ethnic groups; and to organizations who deal with battered women and other community workers whose clients come into contact on a regular basis with the police. We have also participated in radio talk shows on ethnic radio channels where the public was able to phone in and ask questions. In the past, this time-consuming endeavour although very important, did not receive the priority it should have had. In recognition of that fact, we intend to increase our outreach program in the coming year. It will, however, be necessary to increase our staffing in order to have a dedicated program of outreach, especially in light of our increased workload.

Workload

If progress can be measured by statistical increase in complaint files opened and closed, then 2006 was a very progressive year. Regardless of how progress should be measured, I can report factually that our workload increased dramatically over the past year. In my 2005 Annual Report I noted that we had a very busy year. Not only was there an increase in the number of complaints received, but the complexity of the files also increased. 2006 followed the same trend. Unfortunately, we reached the saturation point in terms of the number of files each of our investigative analysts could handle, and the timeliness of both our reviews and our reporting of decisions suffered somewhat.

Although I advised the Special Committee on Finance last November that I was waiting to see what effect that the upcoming *Wood Report on the Police Complaint Process of British Columbia* would have on staffing requirements, I have concluded that it would be managerially unwise to delay any further the hiring of another investigative analyst. Accordingly, we recently advertised the position and hope to attract an experienced candidate who will be able to "hit the ground running" and assist with clearing up the backlog. My assessment however, is that the current workload will likely increase even before the implementation of the recommendations made by Mr. Wood. As a consequence, I foresee the need to hire additional staff members in the current fiscal year to ensure quality of service to the public and to live up to our mandate under the legislation.

... our workload has increased dramatically over the past year.

By way of example, in 2005 we reported having opened 426 complaint files up from 372 the previous year. In 2006, we opened 503 complaint files, an increase of 18% over the previous year and 35% over two years. That of course, is only one means of measurement. Perhaps even more telling is that we closed 482 files in 2006 – an increase of 101 files over 2005. Simple math indicates that although we are working very hard to process these files properly, we are still falling behind with intake outnumbering closed files. Incrementally, over time, that means we are not keeping up with the workload. Although I am satisfied with the quality of our oversight, our timeliness can be improved. I shall be taking appropriate steps to ensure that issue is addressed provided the resources are available to do so.

Technological improvements

In the spring of 2006, the OPCC undertook upgrades to our existing data collection and file management system with the purchase and implementation of a new program. The benefits of this new system include the ability to track individual allegations of misconduct contained in a complaint file, rather than just the file as a whole. By capturing more specific information, we will be able to prepare clearer, more detailed reports and statistics. It is our intention that with further research we will be able identify troubling trends or problem areas early and advise departments accordingly so they may take appropriate proactive steps to address the problem, whether it be a training issue or a Human Resources matter.

We are also encouraging departments to forward their Final Investigation Reports, Summary Reports and all investigation documentation electronically, which not only greatly assists in our

ability to review and analyze files in a more timely fashion, but also allows us to maintain a complete electronic version of the file for easier access by both our Victoria and Vancouver analysts. Many of the recommendations in Mr. Wood's Report are based on the premise that all municipal police services will adopt the application of this same file management system, further enhancing communication between the police and our office and enabling a more robust contemporaneous oversight of *Police Act* investigations.

Harmonizing delivery of service with the RCMP oversight body

The public is sometimes unaware that there are two agencies that deal with complaints against the police in British Columbia. The Office of the Police Complaint Commissioner is mandated to receive complaints against municipal police officers and certain tribal police officers in the province, but has no authority to respond to complaints against the RCMP. The Commission for Public Complaints Against the RCMP (CPC) is headquartered in Ottawa and deals with all complaints against the RCMP across Canada. They have an office in Surrey that handles the intake and processing of most complaints, however the Chair of the Commission resides in Ottawa, along with his senior staff. Since Paul Kennedy became the Chair of the CPC, he and I have been exploring ways in which to inform the public about the role of our respective offices. We have had our staff conduct joint public forum sessions, participated in joint radio talk shows, and are developing a pubic awareness campaign to inform the public about the two avenues available to them. We also recognize the need to simplify the process whereby the public gains access to the appropriate complaint mechanism. If we receive complaints that are in the mandate of the CPC, we will ensure that they are properly forwarded. That has required joint meetings of our respective staff members to facilitate this harmonization process. In essence, the public will not be faced with a "wrong door" for access to the appropriate oversight body.

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Our office has also sponsored a training session at the Justice Institute for professional standards officers across the province, both municipal and RCMP, along with the investigative analysts employed by both agencies. We have been fortunate to had the benefit of members of Crown Counsel in both Victoria and Vancouver to provide training and updates on the relevant law to the investigators and analysts. This was deemed necessary because many of the areas where the professional standards investigators and their Discipline Authorities disagreed with our

office revolved around the application of the applicable law to the facts underlying the complaint. By having Crown Counsel provide the training and legal updates for both investigators and analysts, it avoided disagreement on what the applicable law should be. Mr. Kennedy and I intend to promote the continued harmonization of the two agencies in the future to make matters easier for the British Columbia public to access the appropriate complaint process, despite the fact that each of us works with different legislative process and a different mandate.

CACOLE and INIOP

2006 marked my second term as President of the Canadian Association of Civilian Oversight of Law Enforcement (CACOLE). CACOLE is comprised of all civilian oversight agencies across Canada, including the RCMP CPC, the Military Police, and the Ontario SIU, Last October British Columbia hosted a very successful conference in Vancouver and attracted attendees from 18 different countries. There was considerable media interest in the area of civilian oversight of policing and the delegates benefited from hearing how civilian oversight was conducted in different areas of the world. We concluded that Canadians in general and British Columbians in particular, are very fortunate to be so well-policed and that we enjoy police forces that are universally respected for their competence and professionalism. We also are convinced that, with the improvements proposed by the Wood Report, we have the right balance in our oversight model to ensure fair and accountable civilian oversight of the police.

Inaugural meeting of INIOP Steering Committee in London, March 2006

Last year's CACOLE conference was also the culmination of my spearheading of the creation of an International Network of Independent Oversight of Policing (INIOP). I had proposed the creation of such a network in the preceding two years, and last June, a steering committee of international civilian oversight of police agencies met in London, England to discuss the mechanics of achieving that objective. We had the first conference of international oversight agencies concurrently with our CACOLE conference in Vancouver in October of last year. I am very pleased to see that our vision for an international network has become a reality. As the CACOLE representative to INIOP I hope to continue to play an active role in promoting civilian oversight of policing as well as promoting human rights on an international basis. Canada has a significant role to play on the world stage in the areas of peacekeeping, international justice and criminal law. We can also make a similar contribution with respect to oversight of policing.

Staffing

I want to pay tribute to the very dedicated, competent and hard-working staff of the Office of the Police Complaint Commissioner. Without their commitment to excellence, their independent and fair-minded review of the files, and their great assistance to me in fulfilling my mandate as Police Complaint Commissioner, the progress that I noted and have been pleased to report, would not have occurred.

They have toiled uncomplainingly amid difficult circumstances, challenges and a heavy workload. Their dedication to the cause inspires me continually to enthusiastically lead them in our joint effort to make the police complaint process more accessible, more effective, and in keeping with serving the public interest.

Respectfully submitted,
Dirk Ryneveld, QC
Police Complaint Commissioner
June 2007

The Police Complaint Commissioner is ...

... an independent of Officer of the Legislature, the Police Complaint Commissioner provides vigilant and impartial civilian oversight of complaints against police to ensure thorough and competent investigation and fair adjudication that respects all parties, thereby helping assure quality policing and public trust in law enforcement and the complaint process.

The Office of the Police Complaint Commissioner is responsible for overseeing complaints regarding the conduct of municipal police officers within the Province of British Columbia. The following police departments/agencies fall within our mandate:

Abbotsford
Police Department

Central Saanich
Police Service

BC Combined Forces
Special Enforcement Unit

Delta
Police Department

Greater Vancouver
Transportation Authority
Police Service

Kitasoo Xaixais
Police Service

Nelson City
Police Department

New Westminster
Police Service

Oak Bay
Police Service

Port Moody
Police Department

Saanich
Police Department

Stl'atl'imx Tribal
Police Service

Vancouver
Police Department

Victoria
Police Department

West Vancouver
Police Department

The Office of the Police Complaint Commissioner provides an accessible way for the public to complain to an independent body about the conduct of any municipal police officer or department.

The office was established to ensure that the complaint process is conducted with impartiality and fairness, to both citizens and police officers.

The Police Complaint Commissioner does not have jurisdiction over the handling of complaints against members of the Royal Canadian Mounted Police. The RCMP has a federal Commission to handle complaints against their members. Complaints received at the Office of the Police Complaint Commissioner with respect to RCMP officers are forwarded to the Commission for Public Complaints Against the RCMP.

The Police Complaint Commissioner is Required to ...

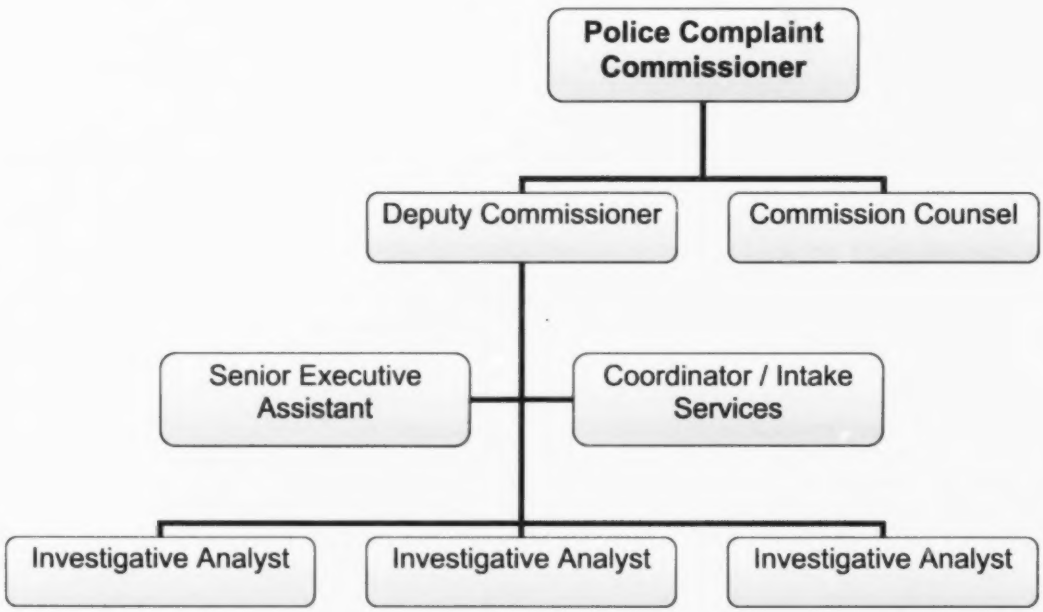
- Oversee the handling of complaints about municipal police officers, police services or policies.
- Receive complaints from any source.
- Maintain a record of those complaints and their dispositions.
- Compile statistical information on complaints against municipal police officers, police services or policies.
- Report regularly to the public about complaints, complaint dispositions and the complaint process.
- Inform and assist the public, complainants, police officers, police boards and adjudicators with the complaint process.
- Periodically review the complaint process and make recommendations for the improvement of that process in the Annual Report.
- Establish procedures for mediation and guidelines for informal resolutions of Public Trust complaints.

The Police Complaint Commissioner is Permitted to ...

- Engage in or commission research on any matter relating to the police complaint process.

- Make recommendations to police boards about policies or procedures that may have been a factor that gave rise to a complaint.
- Prepare guidelines about the receiving of complaints.
- Make recommendations to the Director of Police Services or the Solicitor General that a review of audit be undertaken to assist police in developing training designed to prevent recurrence of problems revealed by the complaint process.
- Make recommendations to the Solicitor General for a public inquiry under the Provincial *Inquiry Act*.
- Refer a complaint to Crown Counsel for possible criminal prosecution of a police officer.

The OPCC Consists of ...



The *Code of Professional Conduct* ...

The *Code of Professional Conduct* statement of core values affirms that all police officers:

"Accept the duty to act without favour or personal advantage;

Are committed to treating all persons or classes of persons equally, regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or economic and social status; and

Agree to uphold rights and freedoms guaranteed or protected by law."

All sworn municipal police officers in the Province of British Columbia perform their duties according to the *Code of Professional Conduct Regulation*, B.C. Reg. 205/98. The purpose of this *Code of Professional Conduct* is to establish a code of conduct that is applicable to all police officers and to provide a guide to assist municipal police departments in delivering fair, impartial and effective police services to the communities they serve. The ultimate aim of this *Code* is to maintain the public confidence in the police by ensuring that police officers are accountable to the public in a way that is fair to both police officers and to the public, yet not unduly interfering with the ability of the police to carry out their lawful duties.

The *Code of Professional Conduct* also identifies 12 potential "disciplinary defaults" an officer may commit. They are:

- Discreditable conduct
- Neglect of duty
- Deceit
- Improper disclosure of information
- Corrupt practice
- Abuse of authority
- Improper use and care of firearms
- Damage to police property
- Misuse of intoxicating liquor or drugs in a manner prejudicial to duty
- Conduct constituting an offence
- Being a party to a disciplinary default
- Improper off-duty conduct

The *Code* also provides guidance as to the appropriate corrective or disciplinary measures to be imposed. Where the circumstances are appropriate, corrective measures are preferred over purely punitive measures. The goal for everyone, the officer, the complainant, the general public and the department involved, is to ensure that the misconduct committed is not repeated or continued. Corrective measures seek to address the problem and provide training or direction to ensure that the officer understands why the particular misconduct is unacceptable and how to improve his or her performance as a police officer. The *Code* provides the following measures:

- Verbal reprimand
- Written reprimand
- Direction to undertake professional counseling
- Direction to undertake special training or re-training
- Direction to work under close supervision
- Suspension without pay (up to 5 scheduled working days)
- Transfer or re-assignment
- Reduction in rank
- Dismissal

The Discipline Authority may also determine that although a default has been substantiated, neither corrective nor disciplinary measures are warranted. In many of these situations, the respondent officer is given "Managerial Advice" or "Advice as to Future Conduct" to ensure that the error or behaviour is not repeated in future similar situations. Although this guidance is not recognized by the *Code*, it is often recorded on the respondent's personnel file.

The Complaint Process ...

Who Can Make a Complaint?

Anyone who has concerns about the actions or behaviour of a municipal police officer, or about the services provided by the department, may make a complaint.

How Do I Make a Complaint?

A complaint may be made orally or in writing by contacting either the Office of the Police Complaint Commissioner (in person, by

phone, by mail, by fax or by email) or at any municipal police department information counter. The *Police Act* requires a complainant complete a Form One Record of Complaint and assistance in completing this form is available either through our office or the Professional Standards Section of the police departments. Blank Form One Records of Complaint and information packages may be obtained through the OPCC's website (www.opcc.bc.ca) or by request to the OPCC or any municipal police department in the Province.

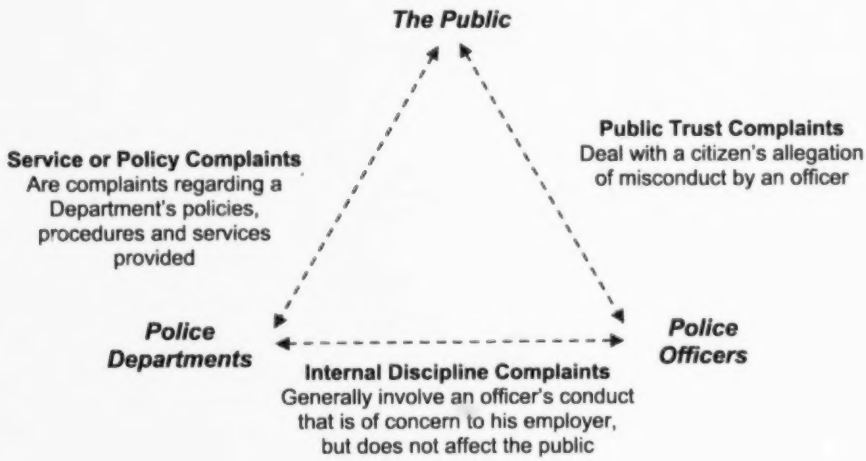
Information & Complaint Forms available on line at www.opcc.bc.ca

What Happens to my Complaint?

If the complaint is received at the Office of the Police Complaint Commissioner a copy is forwarded to the Chief Constable of the department where the complaint originated. If a complaint is made at a police department, a copy of the complaint is similarly forwarded to the Office of the Police Complaint Commissioner.

The complaint is then assigned to a department's Professional Standards' member for investigation. The investigator must provide both the Complainant, Respondent officer and our office with periodic reports on the progress of their investigation, and the investigation must be completed within 6 months of the date the complaint was first received.

There are 3 types of complaints under Part 9 of the *Police Act*:


The Public
Public Trust Complaints
Deal with a citizen's allegation of misconduct by an officer
Service or Policy Complaints
Are complaints regarding a Department's policies, procedures and services provided
Police Departments
Police Officers
Internal Discipline Complaints
Generally involve an officer's conduct that is of concern to his employer, but does not affect the public

Public Trust Complaints

85% of the complaints received in 2006 fell under the Public Trust category. A Public Trust complaint may be resolved in one of three ways:

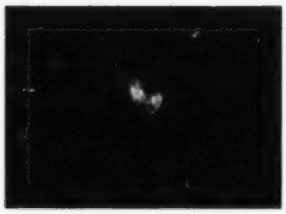
Informal Resolution

A complaint may be informally resolved by the Complainant and the Respondent with the assistance of the Investigator or a professional mediator. A complaint is considered successfully resolved when both parties have signed a letter indicating their agreement. If neither party reconsiders their decision within 10 days, the complaint is concluded as "Informally Resolved".

Summary Dismissal

A Public Trust complaint may be dismissed by the Discipline Authority (the Chief Constable of the Respondent's department) if, following a preliminary review of the allegations it is determined that:

- there is no reasonable likelihood that further investigation will reveal evidence that the officer committed a default;
- the complaint concerns an event that took place more than 12 months prior to the filing of the complaint; and/or
- the allegations have no air of reality or are deemed to be vexatious.



If the Complainant doesn't agree with the Discipline Authority's decision, he or she may request a review of the decision by the Office of the Police Complaint Commissioner. Regardless of whether a request for a review has been received, OPCC Investigative Analysts review all decisions in order to ensure the integrity of the complaint process.

Investigation & Conclusion

A complaint made against an officer will be fully and thoroughly investigated if it is not informally resolved or summarily dismissed. In rare circumstances, a complaint

may be investigated by an external police agency, but only at the discretion of the Police Complaint Commissioner or the Discipline Authority.

The investigation into a complaint must normally be completed within six months after the date the complaint was received. The Police Complaint Commissioner may grant an extension of this time if necessary. If the complainant is not satisfied with the results of the investigation, he or she may apply to the Police Complaint Commissioner for a Public Hearing.

Service or Policy Complaints

Service or Policy complaints are complaints about the policies, procedures and services provided by a municipal police department and affect the relationship between the police department and the community. For example, a Service or Policy complaint may be with respect to the insufficient number of police officers who were assigned to a public event.

Service or Policy complaints are the responsibility of each police board. The police board must advise the Director of Police Services, the Police Complaint Commissioner and the complainant of the results, including what course of action, if any, was taken and must provide a summary of the results of any investigation or study.

The Police Complaint Commissioner cannot require a board to take any particular course of action regarding a Service or Policy complaint, but may make recommendations to the board.

Internal Discipline Complaints

With some procedural exceptions, Internal Discipline complaints concern police misconduct that is of concern to the officer's employer, but does not affect the officer's relationship with the public. An example of an Internal Discipline complaint may involve a police officer who did not secure his or her firearm properly in the police locker. The principles of labour law apply to the investigation and processing of Internal Discipline complaints. The Public Trust complaint process does not apply to this category of complaints.

Public Hearings

Following the conclusion of an investigation into a Public Trust complaint, if the complaint is not satisfied with the results, he or she may request a Public Hearing.

If the respondent police officer has received a disciplinary measure more severe than a verbal reprimand, he or she has an automatic right to a Public Hearing on request.

The Police Complaint Commissioner may also arrange a Public Hearing without having received a request from either the complainant or the respondent police officer if the Police Complaint Commissioner believes that the Public Hearing is necessary in the public interest.

Upon receiving a request for a Public Hearing, the Police Complaint Commissioner must consider the following factors before making the decision whether to arrange a Public Hearing:

- The seriousness of the complaint.
- The seriousness of the harm done.
- Whether a Public Hearing is needed to discover the truth.
- Whether there was a flaw in the investigation conducted by the police department, the measures proposed are inappropriate or inadequate, or the Discipline Authority's interpretation of the *Code of Professional Conduct* was incorrect.
- Whether a Public Hearing is necessary to restore or preserve public confidence in the police as well as the complaint process.

Once the Police Complaint Commissioner has determined that the Public Hearing is necessary, the Commissioner must appoint an Adjudicator to preside over the hearing. Associate Chief Justice Dohm of the Supreme Court of British Columbia nominates a retired justice of the Supreme Court or a retired judge of the Provincial Court of British Columbia. The Commissioner then appoints that individual as Adjudicator for the purposes of that particular Public Hearing.

The Commissioner appoints Commission Counsel who may at his discretion call any witness who has relevant evidence to give and may also introduce into evidence any record, including any record of the proceedings, concerning the complaint up to the date of the hearing.

The Adjudicator, after hearing all the evidence, must decide if the alleged disciplinary default has been proven on the civil standard of proof – that is, on a balance of probability. If the disciplinary default is proven, the Adjudicator may impose a disciplinary or corrective measure, or may confirm, increase or reduce the disciplinary or corrective measures already proposed by the Discipline Authority.

Once a decision has been reached at the Public Hearing, the only appeal available to that decision is to the Court of Appeal on questions of law.

The rules governing Public Hearings and the Office of the Police Complaint Commissioner policy regarding the ordering of a Public Hearing may be found on the OPCC website at www.opcc.bc.ca.

Complaint Summaries ...

The Police Complaint Commissioner is required by section 50 of the *Police Act* to regularly prepare reports of the complaint dispositions made or reached during the reporting period.

The following are summaries of a few of the complaints that were concluded during the period from January 1st to December 31st, 2006. Complaints may be concluded in a variety of ways and the following is intended to provide a representative sample of those dispositions, from informal resolutions and summary dismissals through to those involving disciplinary actions.

As noted earlier, possible corrective or disciplinary measures range from none being warranted to verbal or written reprimands, suspensions for up to five days with or without pay, or dismissal from the police department. Only disciplinary measures are recorded in the subject officer's Record of Discipline.

With the exception of those cases that proceeded to Public Hearing, the disciplinary or corrective measures imposed reflect

decisions made by the individual police department that employs the Respondent officer. All complaint investigations and dispositions are reviewed by the Office of the Police Complaint Commissioner to determine whether further investigation is necessary or if it is in the public interest to arrange a Public Hearing.

File No. 2005-2894 – Public Trust

Abuse of Authority

The respondent was dispatched to assist with a female refusing to leave a licensed establishment. An ambulance attendant advised another officer that he had witnessed the respondent strike the female three to four times with his hand, knocking her to the ground. The ambulance attendant was concerned with the perceived violence.

Acting upon a request from the department's Professional Standards Section, the OPCC ordered an investigation in this incident. After the completion of investigation, the complaint was **substantiated** and the respondent was disciplined with a **two-day suspension without pay.** The OPCC agreed with the conclusions and recommendations concerning the respondent. The Respondent was charged with a criminal assault and subsequently not found guilty in court.

File No. 2005-2715 – Public Trust

Discreditable Conduct

The Professional Standards Section received information that a member did, or attempted to possess child pornography. The OPCC ordered a *Police Act* investigation which confirmed the respondent officer was in possession of child pornography on his home computer. Criminal charges were laid against the respondent, which he later pled guilty to. The respondent retired from the department prior to the conclusion of the Police Act proceedings. Based on the findings of the investigation, the Discipline Authority concluded that the respondent's conduct was such that he would have been recommended for **dismissal** had he not retired from the department.

The OPCC confirmed the allegations against the respondent as **substantiated** with no discipline or corrective measures due to the respondent's retirement.

File No. 2006-3139 – Internal Discipline

Improper Use & Care of Firearm

Neglect of Duty

This internal matter was referred to the OPCC and relates to an allegation that the respondent neglected to safely unload and secure her police firearm by leaving her service weapon in the department's unloading station receptacle at the conclusion of her shift. The internal investigation was ordered by the Deputy Chief Constable.

An allegation of neglect of duty was also identified during the course of the investigation as she had failed to submit an incident report when requested to do so by her supervisor.

As a result of the internal investigation both allegations were **substantiated**. The respondent received a **one-day suspension without pay** with respect to the improper use and care of a firearm, and a **verbal reprimand** in regards to the failure to submit a report.

The OPCC reviewed the investigation and confirmed the outcome.

File No. 2005-3001 – Public Trust

Abuse of Authority

Officers had responded to a "Man with a Gun" call. When they arrived at the scene, they came across a number of male and female youths. A broken plastic replica handgun was found in a garbage can and a machete was found hidden in the pants of one youth. A male had been handcuffed and then released with instructions to leave the area. The male did not take instruction well and continued to linger, agitating others. The male was then escorted to the police wagon by the Respondent, and as he was being placed in the wagon, the male spat on the Respondent, who then proceeded into the wagon with the male and punched him several times.

Crown Counsel approved an assault charge against the Respondent and the Police Act file was suspended pending the conclusion of the criminal proceedings. The Respondent requested that the suspension be lifted and a Pre-Hearing Conference arranged. At the Pre-Hearing Conference, the Respondent admitted responsibility for his actions. The allegation having been **substantiated**, the Discipline Authority imposed a **2-day suspension without pay** and the condition that the Respondent continues with counselling. The Office of the Police Complaint agreed with the Discipline Authority's decision.

File No. 2006-3150 – Public Trust

Discreditable Conduct

The complainant's daughter and boyfriend were home when two males attempted to break in. The daughter called 911 and she was told that two officers would be arriving. He claimed the officers did not show up. The complainant, a police officer himself, was disappointed that no one bothered to attend.

The Internal Investigator spoke with the Respondents and learned that they had indeed attended and dealt with the two males. They were not aware that any follow-up was required. The Internal Investigator met with the complainant and reviewed the transcripts of the original 911 call and the Dispatch. The complainant appreciated being apprised of the situation. He would have preferred that the officers had notified his daughter of the outcome. The complainant and the Respondents signed a **Consent Letter** and this matter was **informally resolved**.

File No. 2006-3081 – Public Trust

Abuse of Authority

The complainant was involved in an altercation with another individual. When the police arrived, they allegedly pushed the complainant, while handcuffed, onto the police cruiser and then tossed her to the ground. The complaint claimed officers verbally abused the complainant en route to the hospital, and upon arrival, the complainant said she was stripped in front of the officers and the security guards.

The *Police Act* investigation revealed that the Respondents had answered a call of a female assaulting a male. When one officer arrived on scene, he had to chase the complainant and take hold of her by the back of her jacket. The complainant swung her arms at the Respondent. The Respondent then pushed the complainant onto the trunk of his car in order to gain control. While trying to handcuff her, the complainant kicked and still resisted arrest. The Respondent tried to explain that the Complainant was being apprehended under Section 28 of the *Mental Health Act*. Upon arrival at the hospital the complainant continued to make a disturbance. When a room became available, several security staff escorted the complainant into the room where a female security officer appropriately removed the complainant's clothes and dressed the complainant in a hospital gown.

The OPCC reviewed the evidence and based on the findings of the investigation, determined there was no evidence to support the

allegation of professional misconduct against either of the Respondents. The officers' actions were reasonable and lawful, and the physical force used by the officers was minimal and appropriate for the circumstances. The matter was concluded as **unsubstantiated**.

File No. 2005-2685 – Public Trust

Corrupt Practice

Neglect of Duty

Discreditable Conduct

Improper Use & Care of Firearm

It is alleged that the Respondent committed 4 disciplinary defaults as defined by the *Code of Professional Conduct*:

1) that he discharged his firearm contrary to the standards and policies of the department (Improper Use & Care of a Firearm);

2) that he had inappropriately used police computers while on duty downloading music, photos and pornography (Corrupt Practice);

3) that he conducted private business while on duty (Neglect of Duty); and

4) that he made an unauthorized purchase relating to tires for a police vehicle (Discreditable Conduct).

During the external investigation, the Respondent was suspended with pay for 30 days, then without pay for a further three months until completion of the investigation. A pre-hearing conference was held during which the Respondent **admitted** to the disciplinary defaults of Corrupt Practice, Neglect of Duty and Discreditable Conduct. The disciplinary default of Improper Use and Care of a Firearm was deemed **unsubstantiated**. The Respondent accepted:

- A suspension without pay for a period of five days with respect to Corrupt Practice
- A written reprimand for both the Neglect of Duty and Discreditable Conduct
- Advice as to future conduct regarding the unauthorized purchase of equipment
- Successful completion of a psychological assessment

- Successful completion of a recognized course in sexual harassment /sensitivity awareness that includes the effects of pornography on the workplace environment

- A Letter of Expectations regarding his conduct in the workplace that includes the necessity to follow departmental policies and Provincial Police Regulations.

Two months following the pre-hearing conference, the Police Board **terminated** the Respondent's employment because he failed to comply with his corrective obligations.

The external investigators had also recommended that the police department issue new service jackets to avoid the potential of an accidental discharge of a firearm; and a workplace intervention was suggested to address the strained relations in the department.

File No. 2006-3105 – Public Trust

Discreditable Conduct

The Respondent attended the complainant's home to speak to her son, who was under suspicion for stealing a girl's purse. The complainant explained that her son had nothing to do with the theft and she was able to vouch for his whereabouts. The complainant felt that the Respondent behaved in a rude and unprofessional manner.

The Discipline Authority found that the allegation of Discreditable Conduct was **substantiated** and the Respondent received a **Verbal Reprimand**. During the Pre-Hearing Conference, the Respondent acknowledged that he was abrupt with the complainant as he believed she wasn't listening to him. The Respondent also acknowledged the importance of being courteous and professional at all times.

File No. 2003-2142 – Public Trust

Conduct Constituting an Offence

It was alleged that the Respondent, while off-duty, failed to stay at a scene of an accident, was impaired and failed to provide breath samples. The investigation determined that while the officer was off-duty and operating his own vehicle, made contact with another motor vehicle. The Respondent continued to drive and was stopped by the RCMP. The Respondent was observed to display symptoms of impairment, taken into custody and transported to

the RCMP detachment.

The Respondent was charged with failing to remain at the scene of an accident with intent to escape civil or criminal liability; impaired driving and failing to provide a breath sample. The Respondent pled guilty to failing to remain at the scene of an accident and driving without due care and attention. He was fined $400 for each count and received 9 demerit points.

The Respondent received a **Verbal Reprimand**. Mitigating factors that were taken into consideration included his remorse over the incident; accepting responsibility for his actions; and his willingness to seek medical and human resources counselling. The OPCC confirmed the Discipline Authority's decision and concluded its file.

File No. 2004-2312 – Public Trust

Discreditable Conduct

The Respondent was involved in an undercover drug investigation that resulted from information he had obtained from a confidential informant. In seeking funds for the operation, the Respondent borrowed money from his informant that he used as "buy money" in the operation, resulting in the arrest of two people and the seizure of a significant quantity of drugs.

An internal investigation into the undercover drug operation revealed that the Respondent had acted improperly by not obtaining funds for his investigation through the proper sources within the police department. Following a pre-hearing conference the Respondent received a **Written Reprimand** and a finding of **Discreditable Conduct** was added to his service record. In addition, the Respondent agreed to the following conditions:

1. The Respondent not have any further contact with the informant except under defined supervision;

2. The Respondent will not teach informant-handling procedures without specific prior approvals;

3. The Respondent must work under close supervision for a period of no less than one year; and

4. The Respondent's status in the provincial undercover operators' pool is subject to review.

After careful consideration, although concerned about the conduct of the Respondent, the Police Complaint Commissioner did not feel that a Public Hearing would be in the public interest.

File No. 2005-2975 – Public Trust and Service & Policy

Abuse of Authority

The Complainant lived in a hotel and awoke to his door being pushed open by police officers. He claims that officers informed him that they were verifying the names of residents under the authority of the *Innkeepers Act*.

The second incident occurred that evening when officers again appeared to do a room check, citing a burning smell and threatening to kick the door open. The Complainant objected to another search. He was advised that police would be conducting name and room checks on a regular basis.

During the third incident, the Complainant alleged his door was pushed in by a police officer. When questioned, the officer advised she was conducting room checks.

An investigation was launched and the Discipline Authority found that officers were regularly conducting room checks in city-licensed rooming houses and hotels, incorrectly believing that a city act or bylaw granted them the authority to do this.

With respect to the first incident, the Internal Investigator found that the two Respondents had pushed open the Complainant's door and attempted to gain entry on the basis of this perceived authority. The Discipline Authority determined that the allegation was **substantiated**, however no discipline was imposed as the matter was being addressed by the **Service or Policy** component of the complaint.

The two Respondents in the second incident were found to have acted appropriately as they had reacted to a possible threat of fire. This portion of the complaint was **unsubstantiated**.

With respect to the third incident, the Investigator determined that the Respondent had not entered the room, and that he was acting reasonably and lawfully. This allegation was **unsubstantiated**.

The Internal Investigator also investigated this matter as a **Service or Policy** complaint and found that the department's policies and procedures were legal, but some police officers were

not aware of the limitations of their authority to conduct checks in rooming houses. A training bulletin was disseminated to all patrol officers followed-up with additional training.

The OPCC reviewed the evidence and confirmed the **unsubstantiated** and **substantiated** dispositions. The OPCC also concluded that the previous training and supervision of police officers had been inadequate. The Complainant had requested a Public Hearing believing that the incidents were identical and warranted the same dispositions, whereas the Discipline Authority concluded that each incident had unique circumstances. The OPCC confirmed the Discipline Authority's conclusion and declined the Complainant's Public Hearing request.

File No. 2006-3139 – Internal Discipline

Discreditable Conduct

Neglect of Duty

The Respondent allegedly violated departmental policies and procedures when she failed to unload and safely secure her firearm upon completion of her shift, as well as failing to submit an incident report when requested to do so by her supervisor. The internal investigation was ordered by the Deputy Chief Constable and referred to the OPCC.

As a result of the investigation both allegations were substantiated. The Respondent received a **one-day suspension without pay** relating to the **discreditable conduct allegation** and a **verbal reprimand** with respect to the **neglect of duty** allegation. The OPCC reviewed the investigation and concurred with the findings and outcome.

File No. 2006-3149 – Public Trust

Discreditable Conduct

The Complainant was enrolled in the Reserve/Auxiliary police course taught by the Respondent officers. The Complainant alleged that the Respondents acted in a manner that was oppressive and abusive. The parties agreed to participate in a professional **mediation** to attempt to resolve the complaint.

The mediation was successful and the complainant withdrew his complaint, as he felt that the mediation process brought forth the information and clarification he needed, and it enabled his concerns to be heard. The Respondents acknowledged the complainant's experience during the training and appreciated the

opportunity to hear of it firsthand.

File No. 2006-3212 – Public Trust

Abuse of Authority

Three officers attended the complainant's suite questioning him about an abandoned vehicle. They allegedly accessed his suite by kicking in the laundry room door; held a taser against him, and had a gun at the ready while his children played nearby. The complainant was interrogated for 45 minutes.

An hour and a half meeting was held between the complainant and the three Respondents. The Respondents explained their rational for their actions and were empathetic to the complainant's perspective of how things affected him. The complainant was satisfied with the explanations provided by the Respondents, and he did not feel any further action was required. The Respondents and the complainant signed a Consent Letter agreeing to the **informal resolution** of the matter.

File No. 2006-3287 – Public Trust

Abuse of Authority

The Complainant alleged that his brother and sister entered his residence in the company of two police officers and removed some of their mother's belongings, claiming that their mother had authorized their removal. The Complainant informed the officers that his siblings had harassed their mother and there have been repeated accusations of theft. The officers allowed the Complainant's brother and sister to remove various items. The Complainant was later advised by the Health Authority that his mother had not given her permission to allow anyone into her residence.

The Internal Investigator found that the Respondents had not acted maliciously; however, they had operated under a misguided perception of their authority with respect to a civil matter. The Respondents did not have the lawful authority to enter the dwelling without the Complainant's permission. The general statutory and common law duties of the police include preserving the peace, preventing crimes and the protection of life and property. Although both officers knew this was a civil matter, they hadn't realized that they had over-stepped their lawful authority by acting on behalf of the Complainant's siblings.

At a pre-hearing conference both Respondents **admitted** the disciplinary default of abuse of authority and accepted the recommended disciplinary measure of a **verbal reprimand**. Both police officers were in the early stages of their careers, and the Discipline Authority found no evidence that their breach of conduct was prompted by anything other than their misunderstanding of their lawful authority.

File No. 2005-2915 – Public Trust

Improper Off-Duty Conduct

While off-duty, the Respondent allegedly tailgated another driver for ten blocks and at a red light deliberately struck the back of the other driver's car. The other driver was an off-duty 911 operator. At no time during the incident did the Respondent identify himself as a police officer, however the driver inappropriately obtained this information and told people at the scene.

During the investigation the Respondent admitted his mistake in how he reacted to the other driver cutting him off in traffic. The disciplinary default of improper off-duty conduct was **substantiated** against the Respondent. During the pre-hearing conference, the officer admitted the disciplinary default, accepted a **written reprimand** and agreed to receive the **appropriate counselling**.

E-COMM management determined that the driver, an off-duty 911 operator, abused her position by counselling the 911 operator to release confidential CPIC information without authority. The 911 operator divulging this information was suspended without pay for 10 days while the driver was terminated as a 911 operator.

The OPCC confirmed the **substantiated** conclusion and the **written reprimand** given to the Respondent officer.

File No. 2006-3111 – Public Trust

Neglect of Duty

The Complainant alleges that he was attacked by several men. When the police arrived at the scene, the Complainant felt that the officers minimized the assault. The Complainant then left but was pulled over in his vehicle by the same officers and issued two violation tickets.

The Internal Investigation revealed that the Complainant was

trying to purchase pills when he was "ripped off" and his replica handgun was stolen during the alleged assault. The Complainant had indicated that he did not want any police involvement, and he had changed his story a number of times. He refused to write a statement or accept the assistance of ambulance services with respect to his injuries.

The officers acknowledged that the Complainant was ticketed for motor vehicle infractions but they denied that he was followed or targeted. Despite repeated efforts by the Investigator, the Complainant refused to cooperate with the investigation. The OPCC was satisfied that no further investigation was warranted and confirmed the Discipline Authority's **summary dismissal**.

File No. 2006-3467 – Public Trust

Neglect of Duty

The complainant and his friend were walking down the street after celebrating the friend's birthday when they were attacked by unknown individuals. The police arrived and the complainant was wrestled to the ground. The complainant and his friend were arrested for Assault, Causing a Disturbance and being in a State of Intoxication in a Public Place and taken to the police department. Paramedics were called to assess the Complainant's injuries and he was taken to emergency having suffered a broken jaw and concussion. No charges were laid against the Complainant or his friend.

The complainant filed a Form 1 questioning why the officers didn't investigate the allegations of assault against him and his friend or follow-up with them at the hospital.

The Internal Investigator contacted the complainant and advised him that the officers had documented the attack in a police report, but the complainant had not been described as a victim as he was observed committing an assault. At the time the police had not received information from the complainant that he had been assaulted until he had been brought to the department. The complainant informed the officer that four to five unknown males had "jumped him" when he was walking home from the bar, but he was unable to describe any of his alleged assailants, other than that they were "white guys".

When speaking with the Internal Investigator, the complainant acknowledged that he had not contacted the police following the incident to provide a statement and was more disappointed that

the police could not identify the suspect who had assaulted him so he could seek financial remedies. The Internal Investigator, after reviewing the police report, explained that there was not sufficient information for the officers to conduct an investigation and the file was concluded. The complainant voluntarily agreed to withdraw his complaint and signed a Notice of Withdrawal which was forwarded to the OPCC. The OPCC confirmed the withdrawal and closed their file as **Withdrawn**.

2006 Statistics ...

In June of 2006 we updated our records system to a new program originally designed by Systemtek Consulting and the Saanich Police Department. This new Police Act Complaint Tracking System (PACTS) allows our office to track individual allegations of misconduct and their disposition, rather than the complaint received as a whole. When a complaint is received in our office, a file is opened and assigned to an analyst. A complaint file often contains more than one allegation of a disciplinary default and may involve several Respondent police officers. For example: A complaint alleging officers entered a residence without a warrant may also allege the officers used excessive force to restrain and arrest one of the occupants, yelled profanities or insulting language at another, and seized property that was subsequently lost. Our previous system would have recorded this as simply one *file*, whereas PACTS now allows us to in addition to tracking files received, we can break the complaint down into the specific acts of misconduct allegedly committed by individual officers. In this example, it would likely have been categorized into 2 counts of Abuse of Authority involving 3 officers, 2 counts of Neglect of Duty involving 2 officers and possibly 1 count of Discreditable Conduct involving 1.

A single complaint file may also result in various dispositions. Using the example from above, an allegation of Abuse of Authority may be found substantiated against two of the officers, and unsubstantiated against the third officer. Similarly, the disciplinary or corrective measures imposed against the two officers may be different depending on the circumstances.

All these variables are now captured on PACTS, allowing the Commissioner to present reports and statistics with greater accuracy and identify emerging trends in certain conduct.

Previously closed complaints prior to 2006 are currently being updated in the new PACTS system to allow for future comparison of statistics from previous years.

- As of December 3rd, 2002, complaints regarding municipal members of the BC Combined Forces Special Enforcement Unit (BCCFSEU) fall within the mandate of the OPCC.
- As of January 1st, 2003, Esquimalt Police Department was formally amalgamated with the Victoria Police Department.
- As of December 5, 2005, the Greater Vancouver Transportation Authority Police Service (GVTAPS) became an officially recognized police agency pursuant to the *Police Act*.

Complaint Files Opened

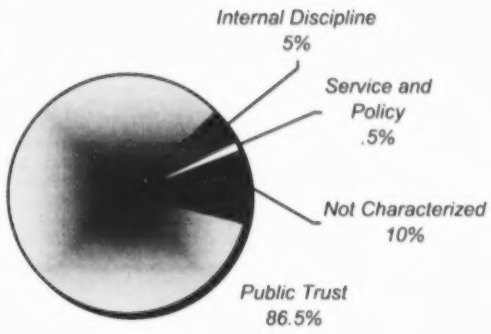
	2006	2005	2004	2003	2002	2001
Abbotsford	16	14	19	20	17	21
Central Saanich	4	5	2	8	6	7
BCCFSEU	1	0	1	0	N/A	N/A
Delta	23	14	8	18	20	10
Esquimalt	N/A	N/A	N/A	N/A	14	17
GVTAPS	15	N/A	N/A	N/A	N/A	N/A
Kitasoo Xaixais	0	0	0	0	0	0
Nelson	3	1	7	6	8	4
New Westminster	25	20	22	27	19	15
Oak Bay	1	6	1	1	4	5
Port Moody	3	4	4	5	2	3
Saanich	28	35	21	28	25	40
Stl'atl'imx	0	1	0	0	2	1
Vancouver	269	220	182	237	204	148
Victoria	98	91	93	96	77	73
West Vancouver	17	15	12	10	9	12
	503	**426**	**372**	**456**	**407**	**356**

Complaint Files Closed

	2006	2005	2004	2003	2002	2001
Abbotsford	13	11	20	17	16	17
Central Saanich	4	4	7	4	9	4
BCCFSEU	0	1	0	0	0	N/A
Delta	14	11	10	18	15	13
Esquimalt	0	0	1	8	12	16
GVTAPS	3	0	N/A	N/A	N/A	N/A
Kitasoo Xaixais	0	0	0	0	0	0
Nelson	1	8	2	9	3	6
New Westminster	24	21	21	17	16	20
Oak Bay	3	4	1	2	2	11
Port Moody	5	2	6	2	3	2
Saanich	32	32	17	32	26	46
Stl'atl'imx	1	0	0	0	3	2
Vancouver	273	183	209	145	197	132
Victoria	100	88	89	101	68	73
West Vancouver	9	16	10	11	9	13
	482	**381**	**393**	**366**	**379**	**355**

Every complaint that is recorded on a Form One Record of Complaint is required by section 52.1(1) of the *Police Act* to be characterized as one, or more, of the following:

- Public Trust
- Internal Discipline
- Service or Policy



Files Opened in 2006 by Characterization
(Files may contain more than 1 characterization)

	Public Trust	*Internal Disc.*	*Service Policy*	*Not Char.**
Abbotsford	12	1		3
Central Saanich	5			
BCCFSEU	1			
Delta	21			4
GVTAPS	14	1		1
Kitsasoo Xaixais				
Nelson	3			
New Westminster	18	5		7
Oak Bay	1			
Port Moody	5			
Saanich	39	3		
Stl'atl'imx				
Vancouver	269	13	5	26
Victoria	90	1	3	13
West Vancouver	13	4		2
TOTAL	**491**	**28**	**8**	**56**

* *Complaints that are not characterized include Non-Lodged Complaints, Monitor files and may include Public Trust complaints where an allegation does not meet the definition of any defined disciplinary defaults.*

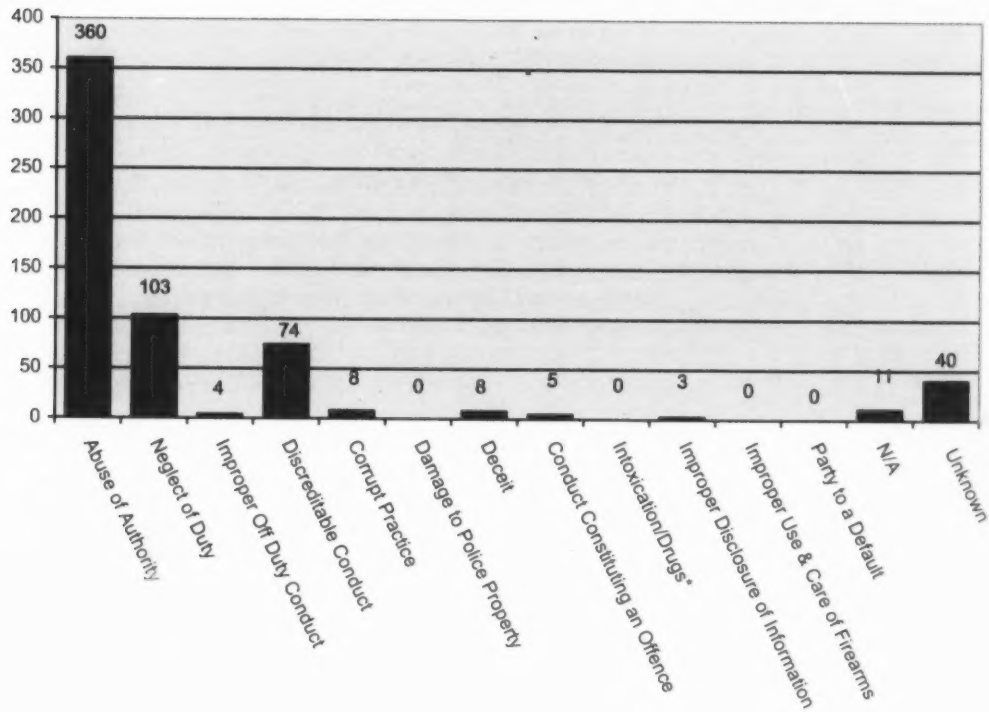
Files Closed in 2006 by Default
(Defaults may or may not have been substantiated)

A complaint lodged against an officer may contain one or more allegations of a discipline default as defined by the *Code of Professional Conduct Regulations*, B.C. Reg. 205/98. The *Code* lists the following potential defaults:

Abuse of Authority	Deceit
Neglect of Duty	Conduct Constituting an Offence
Improper Off-Duty Conduct	Misuse of Drugs / Alcohol
Discreditable Conduct	Improper Disclosure of Info.
Corrupt Practice	Improper Use & Care of Firearm
Damage to Police Property	Party to a Disciplinary Default

N/A *Refers to Service or Policy Complaints*

Unknown *Refers to allegations that do not meet the definition of the above-listed defaults*



A complaint received from a citizen may contain many allegations and may involve more than one police officer. The following chart reflects the disposition of individual allegations of disciplinary defaults against each Respondent officer associated to the file.

W	*Withdrawn*
R&C	*Reviewed & Closed – For Service and Policy complaints and for non-lodged complaints. Upon receipt of the final response by the police board or department, the OPCC reviews and closes the file.*
IR	*Informal Resolution*
M	*Mediated*
SD	*Summarily Dismissed – The Discipline Authority can summarily dismiss a complaint if: there is no likelihood further investigation would produce evidence of a default; the incident occurred more than 12 months prior to filing the complaint; or the complaint is frivolous or vexatious.*
NS	*Not Substantiated – Following an investigation, the Discipline Authority determines there is no evidence to support the allegation of a default.*
Corr/ Disc	*Substantiated – Following an investigation, the Discipline Authority determined the complaint was Substantiated and ordered corrective and/or disciplinary measures.*
No C/D	*Substantiated – Following an investigation, the Discipline Authority determined the complaint was substantiated, but that disciplinary and/or corrective measures are not warranted.*

Disposition of Allegations Concluded in 2006

	Withdrawn	*Reviewed & Closed*	*Informally Resolved*	*Mediated*	*Summarily Dismissed*	*Not Substantiated*	*Substantiated*	
							Corr / Disp	*No Corr/Disc*
Abbotsford	5	1	3	0	0	9	2	1
Central Saanich	0	0	0	0	2	2	1	0
BCCSFEU	0	0	0	0	0	0	0	0
Delta	0	2	2	0	5	8	0	0
GVTAPS	0	1	1	0	1	0	0	0
Kitasoo Xaixais	0	0	0	0	0	0	0	0
Nelson	0	0	0	0	0	1	0	0
New Westminster	0	1	2	0	7	25	5	0
Oak Bay	0	0	0	0	2	0	2	0
Port Moody	0	0	0	0	2	12	0	0
Saanich	7	0	11	2	6	49	4	0
Stl'atl'imx	0	0	0	0	0	1	3	0
Vancouver	28	27	4	0	83	486	26	1
Victoria	18	6	22	0	101	21	7	0
West Vancouver	1	0	0	0	2	4	2	0
TOTAL	**59**	**38**	**45**	**2**	**211**	**618**	**52**	**2**

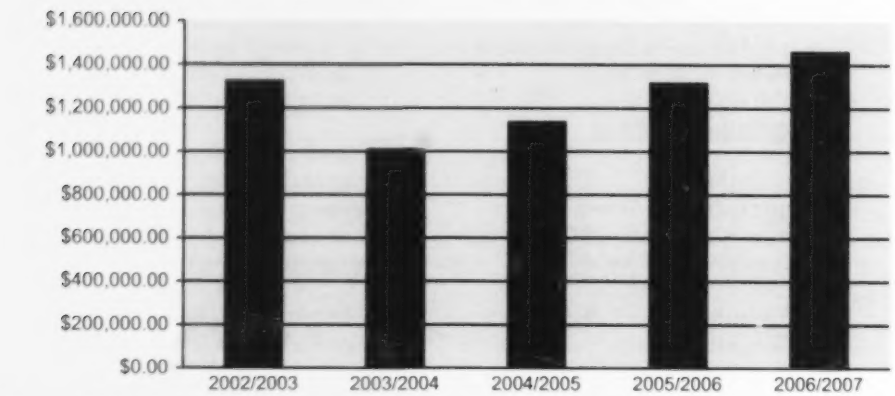
How 2006 Complaints were Received

	Complaints Received at Police Dept	Complaints Received at OPCC				
		Email	*Fax*	*Mail*	*Walk-in*	*Other*
Abbotsford	9	1	2	4	0	0
Central Saanich	1	0	1	2	0	0
BCCSFEU	0	0	0	0	0	1
Delta	11	1	3	4	1	3
GVTAPS	9	2	0	2	2	0
Kitasoo Xaixais	0	0	0	0	0	0
Nelson	1	0	1	1	0	0
New Westminster	11	0	6	4	3	1
Oak Bay	1	0	0	0	0	0
Port Moody	1	1	1	0	0	0
Saanich	15	1	3	3	6	0
Stl'atl'imx	0	0	0	0	0	0
Vancouver	71	6	61	73	42	16
Victoria	31	2	5	47	13	0
West Vancouver	11	0	1	1	1	3
TOTAL	**172**	**14**	**84**	**141**	**68**	**24**

Budget ...

Fiscal Year ending March 31st, 2007

Number of Staff:	7 FTE's
Total Operating Budget:	$1,434,000.00
Total Capital Budget:	$ 25,000.00
TOTAL:	**$1,459,000.00**



	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007
Capital Budget	$25,000.00	$25,000.00	$25,000.00	$25,000.00	$25,000.00
Operating Budget	$1,299,000.00	$985,000.00	$1,110,000.00	$1,290,000.00	$1,434,000.00
FTE's Allotted	11	11	9 (6 filled)	6	7

Municipal Police Agencies ...

Abbotsford Police Department
2838 Justice Way
Abbotsford, BC V2T 3P5
Tel: (604) 859-5225
www.abbotsfordpolice.org

Central Saanich Police Service
1903 Mount Newton Cross Road
Saanichton, BC V8M 2A9
Tel: (250) 652-4441
www.cspolice.ca

BC Combined Forces
Special Enforcement Unit
(BC Organized Crime Agency)
Tel: (604) 777-7800
www.ocabc.org

Delta Police Department
4455 Clarence Taylor Crescent
Delta, BC V4K 3E1
Tel: 604) 946-4411
www.deltapolice.ca

GVTAPS
307 Columbia Street
New Westminster, BC V3L 1A7
Tel: (604) 515-8300

Kitasoo Xaixais Police Service
General Delivery
Klemtu, BC V0T 1L0
Tel: (250) 839-1010

Nelson Police Department
606 Stanley Street
Nelson, BC V1L 1N4
Tel: (250) 354-3919
www.city.nelson.bc.ca

New Westminster Police Service
555 Colunbia Street
New Westminster, BC V3L 1B2
Tel: (604) 525-5411
www.newwestpolice.org

Oak Bay Police Department
1703 Monterey Avenue
Victoria, BC V8R 5V6
Tel: (250) 592-2424
www.oakbaypolice.org

Port Moody Police Department
3051 St. John's Street
Port Moody, BC V3H 2C4
Tel: (604) 461-3456
www.portmoodypolice.com

Saanich Police Department
760 Vernon Avenue
Victoria, BC V8X 2W6
Tel: (250) 475-4321
www.saanichpolice.ca

Stl'atl'imx Tribal Police Service
22 Retasket Drive, PO Box 488
Lillooet, BC V0K 1V0
Tel: (250) 256-7784

Vancouver Police Department
312 Main Street
Vancouver, BC V6A 2T2
Tel: (604) 717-3535
www.city.vancouver.bc.ca/police

Victoria Police Department
850 Caledonia Street
Victoria, BC V8T 5J8
Tel: (250) 995-7654
www.victoriapolice.org

West Vancouver Police Department
1330 Marine Drive
West Vancouver, BC V7T 1B5
Tel: (604) 925-7300
www.westvancouverpolice.ca

Complaints against the RCMP in British Columbia should be directed to:

Commission for Public Complaints Against the RCMP
Suite 102, 7337-137 Street
Surrey, BC V3W 1A4

Tel: (604) 501-4080 ***Toll free: 1-800-665-6878***

OFFICE OF THE POLICE
COMPLAINT COMMISSIONER

PO Box 9895 Stn Prov Govt
Victoria, BC V8W 9T8
250.356.7458 or 604.660.2385
www.opcc.bc.ca